

DAIMLERCHRYSLER

CUSTOMER SATISFACTION NOTIFICATION TO REPLACE YOUR MINIVAN'S POWER STEERING COOLER HOSES

Dear DaimlerChrysler Minivan Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some 2002 and 2003 model year Dodge Caravan/Grand Caravan and Chrysler Voyager and Town & Country minivans equipped with a V-6 engine to contact their dealer to have the following service performed.

The problem is...

The power steering fluid cooler hoses on your minivan (identified on the enclosed form) may split and cause a loss of power assist. This will increase the effort required to steer your minivan.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your minivan free of charge (parts and labor). To do this, your dealer will replace the power steering cooler hoses. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do...

- **Simply contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

We are sorry for any inconvenience, but we believe that this repair will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
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